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HAVERSTOCK & OWENS LLP			RAMPURIA, SHARAD K	
162 N WOLFE ROAD			ART UNIT	PAPER NUMBER
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Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

<b>Office Action Summary</b>	<b>Application No.</b>	<b>Applicant(s)</b>	
	10/789,816	ONYON ET AL.	
	<b>Examiner</b>	<b>Art Unit</b>	
	Sharad Rampuria	2617	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --  
**Period for Reply**

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

#### Status

- 1) Responsive to communication(s) filed on 17 October 2007.
- 2a) This action is **FINAL**.                  2b) This action is non-final.
- 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

#### Disposition of Claims

- 4) Claim(s) 1-60 and 82-93 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) Claim(s) \_\_\_\_\_ is/are allowed.
- 6) Claim(s) 1-60 and 82-93 is/are rejected.
- 7) Claim(s) \_\_\_\_\_ is/are objected to.
- 8) Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

#### Application Papers

- 9) The specification is objected to by the Examiner.
- 10) The drawing(s) filed on \_\_\_\_\_ is/are: a) accepted or b) objected to by the Examiner.  
 Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
 Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

#### Priority under 35 U.S.C. § 119

- 12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) All    b) Some \* c) None of:  
 1. Certified copies of the priority documents have been received.  
 2. Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.  
 3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

#### Attachment(s)

- 1) Notice of References Cited (PTO-892)
- 2) Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) Information Disclosure Statement(s) (PTO/SB/08)  
 Paper No(s)/Mail Date \_\_\_\_\_
- 4) Interview Summary (PTO-413)  
 Paper No(s)/Mail Date \_\_\_\_\_
- 5) Notice of Informal Patent Application
- 6) Other: \_\_\_\_\_

## **DETAILED ACTION**

I. The Art Unit location of this application in the USPTO has changed. To aid in correlating any papers for this application, all further correspondence regarding this application should be directed to Art Unit 2617.

### ***Disposition of the claims***

II. The current office-action is in response to the amendment filed on 10/17/2007. Accordingly, claims 1-60 and 82-93 are imminent for further assessment as follows:

### ***Claim Rejections - 35 USC § 103***

III. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

This application currently names joint inventors. In considering patentability of the claims under 35 U.S.C. 103(a), the examiner presumes that the subject matter of the various claims was commonly owned at the time any inventions covered therein were made absent any evidence to the contrary. Applicant is advised of the obligation under 37 CFR 1.56 to point out the inventor and invention dates of each claim that was not commonly owned at the time a later invention was made in order for the examiner to consider the applicability of 35 U.S.C. 103(c) and potential 35 U.S.C. 102(e), (f) or (g) prior art under 35 U.S.C. 103(a).

Claims 1-5, 14-17, 20-42, 48-52, 55-60, 82-86, 92-93 are rejected under 35 U.S.C. 103(a) as being unpatentable over **McBride et al.** [US 6757698] in view of **Jewell** [US 20050131990].

As per claim 1, **McBride** teaches:

A method implemented by a processing device on a wireless telephone for backing up personal information stored in a telephone (Abstract), comprising:

Presenting a back-up system user account set-up interface on a user interface on the phone, the set-up interface enabling establishment of a back-up service account, and the set-up interface including a display, one or more alphanumerical buttons and one or more soft buttons, different than the alphanumerical buttons, on the phone, the function of the one or more soft buttons on the phone changing, under control of a software application agent on the phone, depending on the content displayed on the display screen; (e.g. QuickSync; Figs. 20, 22, Col.19; 11-28, 47-67)

Presenting a backup scheduling interface to the user interface on the phone, the backup scheduling interface accepting user input on a backup schedule, and the backup scheduling interface including a display, one or more alphanumerical buttons and one or more soft buttons, different than the alphanumerical buttons, on the phone, the function of the one or more soft buttons on the phone changing, under control of a software application agent on the phone, depending on the content displayed on the display screen; (e.g. schedule; Fig. 29, Col.22; 50- Col.23; 15) and

**McBride** doesn't teach specifically, presenting a restore information interface on the user interface on the phone, the restore interface enabling a user to retrieve backup information to a data store on the phone, and the restore information interface including a display, one or more alphanumerical buttons and one or more soft buttons, different than the alphanumerical buttons, on the phone, the function of the one or more soft buttons on the phone changing, under control of a software application agent on the phone, depending on the content displayed on the display screen. However, **Jewell** teaches in an analogous art, that presenting a restore information interface on the user interface on the phone, the restore interface enabling a user to retrieve backup information to a data store on the phone, and the restore information interface including a display, one or more alphanumerical buttons and one or more soft buttons, different than the alphanumerical buttons, on the phone, the function of the one or more soft buttons on the phone changing, under control of a software application agent on the phone, depending on the content displayed on the display screen. (e.g. restore; Fig.7, ¶ 0090) Therefore, it would have been obvious to one of ordinary skill in the art at the time of invention to modify **McBride** including presenting a restore information interface on the user interface on the phone, the restore interface enabling a user to retrieve backup information to a data store on the phone, and the restore information interface including a display, one or more alphanumerical buttons and one or more soft buttons, different than the alphanumerical buttons, on the phone, the function of the one or more soft buttons on the phone changing, under control of a software application agent on the phone, depending on the content displayed on the display screen in order to provide the field of data backup systems and methods and more particularly to the backup of data associated with a remote or networked source device to a target device.

As per claim 2, **McBride** teaches:

The method of claim 1 wherein the user account setup interface calls a method allowing the user to set up a backup account with a backup store. (Figs. 20, 22, Col.19; 11-28, 47-67)

As per claim 3, **McBride** teaches:

The method of claim 1 wherein the backup scheduling interface sets an interval to regularly send personal information to the backup store. (Col.9; 65-Col.10; 6)

As per claim 4, **McBride** teaches:

The method of claim 1 wherein the backup scheduling interface causes the transmission of personal information to the backup store upon modification of the information on the phone. (Col.10; 7-15)

As per claim 5, **McBride** teaches:

The method of claim 1 wherein the restore interface calls a method to upload all stored information on the server to the phone. (Col.18; 4-14)

As per claim 14, McBride teaches:

The method of claim 1 wherein said personal information comprises an address book data store. (e.g. personal information; Col.19; 47-67)

As per claim 15, McBride teaches:

The method of claim 1 wherein said personal information comprises a task entry data store. (e.g. personal information; Col.19; 47-67)

As per claim 16, McBride teaches the method of claim 1 wherein said personal information comprises a calendar entry data store. (personal information; Col.19; 47-67)

As per claim 17, McBride teaches:

The method of claim 1 wherein said personal information comprises a note entry data store. (e.g. personal information; Col.19; 47-67)

As per claims 20-30, **McBride** teaches:

A method for storing personal information in a wireless telephone in a backup storage database, comprising:

Providing a phone agent including instructions operable by a processor in the phone to implement an automated phone data transmission method capable of regularly transmitting changes to a backup store via a communications link; responsive to user entry at the restore interface of said agent, providing changes from the backup store to the wireless telephone (Fig. 29, Col.22; 50-Col.23; 15) and

**McBride** doesn't teach specifically, a restore method retrieving backup information to a data store on the phone, the agent including a backup service sign-up interface, a backup

method scheduling interface and a restore interface calling the restore method, all provided to a user interface on the phone, the user interface on the phone including a display and one or more buttons on the phone. However, **Jewell** teaches in an analogous art, that a restore method retrieving backup information to a data store on the phone, the agent including a backup service sign-up interface, a backup method scheduling interface and a restore interface calling the restore method, all provided to a user interface on the phone, the user interface on the phone including a display and one or more buttons on the phone. (Fig. 7, ¶ 0090)

As per claim 21, **McBride** teaches:

The method of claim 20 wherein the method further includes accepting personal information from the telephone at intervals defined by the user via the backup method scheduling interface. (Fig. 29, Col.22; 50-Col.23; 15)

As per claim 22, **McBride** teaches:

The method of claim 20 wherein the method further includes accepting user account set-up data from the service sign-up interface of the agent. (Figs. 20, 22, Col.19; 11-28, 47-67)

As per claim 23, **McBride** teaches:

The method of claim 20 wherein the method further includes assigning a schedule of download intervals to the agent. (Fig. 29, Col.22; 50-Col.23; 15)

As per claim 24, **McBride** teaches:

The method of claim 21 wherein the method further includes modifying the interval schedule to load balance amongst a plurality of users. (Figs. 20, 22, Col.19; 11-28, 47-67)

As per claim 25, **McBride** teaches:

The method of claim 20 further including providing a notification to the agent that changes have been made to the backup store via a secondary interface. (Figs. 20, 22, Col.19; 11-28, 47-67)

As per claim 26, **McBride** teaches:

The method of claim 25 wherein the phone agent updates the data store on phone upon receipt of a notification. (Figs. 20, 22, Col.19; 11-28, 47-67)

As per claim 27, **McBride** teaches:

The method of claim 25 wherein the notification is a SMS message. (Figs. 20, 22, Col.19; 11-28, 47-67)

As per claim 28, **McBride** teaches:

The method of claim 20 wherein the notification is a result of polling the server for changes. (Figs. 20, 22, Col.19; 11-28, 47-67)

As per claim 29, **McBride** teaches:

The method of claim 25 wherein the method further includes providing the secondary interface and the secondary interface is a web interface. (Col.14; 3-16)

As per claim 31, **McBride** teaches:

The method of claim 30 wherein the step of transmitting includes transmitting phone data at user-defined intervals (Fig. 29, Col.22; 50-Col.23; 15)

As per claim 32, **McBride** teaches:

The method of claim 30 wherein the step of transmitting occurs upon receipt of an indication from backup store that changes to data on the data store have occurred. (Figs. 20, 22, Col.19; 11-28, 47-67)

As per claim 33, **McBride** teaches:

The method of claim 32 wherein the indicator is an SMS message. (Figs. 20, 22, Col.19; 11-28, 47-67)

As per claim 34, **McBride** teaches:

The method of claim 32 wherein the indicator is a result of polling the backup store to determine if changes have occurred. (Figs. 20, 22, Col.19; 11-28, 47-67)

As per claim 35, **McBride** teaches:

The method of claim 30 wherein the step of transmitting includes transmitting only changes to phone data. (Figs. 20, 22, Col.19; 11-28, 47-67)

As per claim 36, **McBride** teaches:

The method of claim 35 wherein the step of transmitting includes transmitting only changes to phone data in the form of change logs. (Figs. 20, 22, Col.19; 11-28, 47-67)

As per claim 37, **McBride** teaches:

The method of claim 36 wherein the method further includes the step of restoring data to the phone by applying all change logs. (Figs. 20, 22, Col.19; 11-28, 47-67)

As per claim 38, **McBride** teaches:

The method of claim 30 further including the step of providing an interface to the store via the web to alter data in the data store. (Col.14; 3-16)

As per claim 39, **McBride** teaches:

The method of claim 38 further including the step transmitting data changed by the interface to the phone at a user scheduled interval. (Figs. 20, 22, Col.19; 11-28, 47-67)

As per claim 40, **McBride** teaches:

The method of claim 38 further including the step transmitting data changed by the interface to the phone at upon a user initiated action. (Figs. 20, 22, Col.19; 11-28, 47-67)

As per claim 41, **McBride** teaches:

The method of claim 38 further including the step transmitting data changed by the interface to the phone at a server-directed interval. (Figs. 20, 22, Col.19; 11-28, 47-67)

As per claim 42, McBride teaches:

A method implemented by a processor on for a wireless telephone (Abstract), comprising:

An automated backup process transmitting changes to the backup system at user defined intervals; (Fig. 29, Col.22; 50-Col.23; 15) and

**McBride** doesn't teach specifically, a restore process activated by a user via a restore interface provided to the user by the application on the phone, to restore information stored on the backup system to the phone. However, **Jewell** teaches in an analogous art, that a restore process activated by a user via a restore interface provided to the user by the application on the phone, to restore information stored on the backup system to the phone. (Fig.7, ¶ 0090)

As per claim 48, McBride teaches:

The application of claim 42 including a SyncML communications module. (Col.10; 11-28)

As per claim 49, McBride teaches:

The application of claim 48 wherein the application operates to transmit changes from the backup system to the phone. (Col.10; 11-28)

As per claim 50, McBride teaches:

The application of claim 49 wherein the SyncML communications module includes a SyncML client. (Col.10; 11-28)

As per claim 51, McBride teaches:

The application of claim 48 wherein the SyncML communications module communicates with a SyncML client in the telephone. (Col.10; 11-28)

As per claim 52, McBride teaches:

An application for storing personal information in a wireless telephone having a user interface and having a data store to a backup system (Abstract), comprising:

An automated user account creation method initiated by the user via a user interface on a wireless telephone, the creation method accessing the backup system using a unique identifier for the user to create a user account on the backup system; (Figs. 20, 22, Col.19; 11-28, 47-67)

An automated backup method transmitting changes to the backup system at user-defined intervals; (Fig. 29, Col.22; 50-Col.23; 15)

**McBride** doesn't teach specifically, a restore method called by the user through a restore interface presented on the user interface of the phone, the restore method providing user data to a phone. However, **Jewell** teaches in an analogous art, that a restore method called by the user through a restore interface presented on the user interface of the phone, the restore method providing user data to a phone. (Fig.7, ¶ 0090)

As per claim 55, McBride teaches:

The application of claim 52 wherein at least the backup method and the account creation method are initiated by the agent. (Figs. 20, 22, Col.19; 11-28, 47-67)

As per claim 56, McBride teaches:

The application of claim 52 wherein the intervals are defined by user but altered by administrator. (Figs. 20, 22, Col.19; 11-28, 47-67)

As per claim 57, McBride teaches:

The application of claim 52 wherein the intervals are regular. (Fig. 29, Col.22; 50-Col.23; 15)

As per claim 58, McBride teaches:

The application of claim 52 wherein the intervals are arbitrary. (Fig. 29, Col.22; 50-Col.23; 15)

As per claim 59, McBride teaches:

The application of claim 52 wherein the restore method operates responsive to a phone recognized as having no data and an existing user account. (Figs. 20, 22, Col.19; 11-28, 47-67)

As per claim 60, McBride teaches:

The application of claim 52 wherein the account creation method is performed by the backup system via a secondary interface provided to the user. (Figs. 20, 22, Col.19; 11-28, 47-67).

As per claim 82, McBride teaches:

A user interface implemented by a processing device on a telephone for backing up personal information stored in a telephone (Abstract), comprising:

An account-setup interface on the phone-enabling establishment of a back-up service account, (Figs. 20, 22, Col.19; 11-28, 47-67)

A scheduling interface on the phone allowing a user to manually set up a schedule for backing up data on the phone, the scheduling interface including: a display on the phone, alphanumeric buttons on the phone, soft buttons on the phone, different than the alphanumeric buttons, the function of the soft buttons changing depending on what is displayed on the display, and a software application agent on the phone for: 1) controlling what is displayed on the display, 2) controlling the function of the soft buttons, and 3) setting up a back-up schedule when

information is sent to a back-up store based on information manually entered into the scheduling interface; (Fig. 29, Col.22; 50-Col.23; 15) and

**McBride** doesn't teach specifically, a restore information interface enabling a user to retrieve backup information to a data store on the phone. However, **Jewell** teaches in an analogous art, that a restore information interface enabling a user to retrieve backup information to a data store on the phone. (Fig.7, ¶ 0090)

**Claims 83-86**, is the **apparatus** claims, corresponding to **method** claims 2-5 respectively, and rejected under the same rational set forth in connection with the rejection of claims 2-5 respectively, above.

**Claims 92-93**, is the **apparatus** claims, corresponding to **apparatus** claim 82 respectively, and rejected under the same rational set forth in connection with the rejection of claim 82 respectively, above.

Claims 6-13, 43-45, 53-54, 87-89 are rejected under 35 U.S.C. 103(a) as being unpatentable over **McBride & Jewell** further in view of **Griffin et al.** [US 6396482].

As per claims 6, 43, the above combination teaches all the particulars of the claim except providing a rollback interface. However, **Griffin** teaches in an analogous art, that the method of claims 5, 42 wherein the method further includes providing a rollback interface. (1010; Fig.8, Col.9; 10-15) Therefore, it would have been obvious to one of ordinary skill in the art at the

time of invention to modify the above combination including providing a rollback interface in order to provide a hand-held electronic device with a keyboard optimized for use with the thumbs.

As per claim 7, McBride teaches:

The method of claim 6 wherein the rollback interface is accessed via a web browser.  
(Col.14; 3-16)

As per claim 8, McBride teaches:

The method of claim 6 where the rollback interface is accessed via a wireless protocol.  
(Col.14; 3-16)

As per claims 9, 44, 53, McBride teaches:

The method of claims 6, 43, 52 wherein the rollback interface calls a method uploading changes based on a particular date (Col.9; 65-Col.10; 6)

As per claims 10, 45, 54, the above combination teaches all the particulars of the claim except providing the method further includes providing an undelete interface. However, **Griffin** teaches in an analogous art, that the method of claims 1, 42, 52, wherein the method further includes providing an undelete interface. (Col.12; 58-67)

As per claim 11, McBride teaches:

The method of claim 10 wherein the undelete interface is accessed via a web browser.  
(Col.14; 3-16)

As per claim 12, McBride teaches:

The method of claim 10 wherein the undelete interface is accessed via a wireless protocol such as WAP. (Col.14; 3-16)

As per claim 13, McBride teaches:

The method of claim 10 wherein the undelete interface calls a method which transmits a change associated with a particular record in a user's personal information space. (e.g. personal information; Col.19; 47-67)

**Claims 87-89**, is the **apparatus** claims, corresponding to **method** claims 6-8 respectively, and rejected under the same rational set forth in connection with the rejection of claims 6-8 respectively, above.

Claims 18-19, 90-91 are rejected under 35 U.S.C. 103(a) as being unpatentable over **McBride & Jewell** further in view of Sugimoto et al. [US 20040192260]

As per claims 18-19, 90-91, the above combination teaches all the particulars of the claim except personal information comprises an alarm data/ a custom dictionary data/ an email data store. However, Sugimoto teaches in an analogous art, that the method of claims 1, 89 wherein

said personal information comprises an alarm data/ a custom dictionary data/ an email data store. (Pg.4; 0070) Therefore, it would have been obvious to one of ordinary skill in the art at the time of invention to modify the above combination including personal information comprises an alarm data/ a custom dictionary data/ an email data store in order to provide a data backup system.

Claims 46-47 are rejected under 35 U.S.C. 103(a) as being unpatentable over **McBride & Jewell** further in view of Vasudevan. [US 20040192282]

As per claims 46-47 the above combination teaches all the particulars of the claim except application includes a BREW/ JAVA agent. However, Vasudevan teaches in an analogous art, that the application of claim 42 wherein the application includes a BREW/ JAVA agent. (Pg.3; 0046-Pg.4; 0047) Therefore, it would have been obvious to one of ordinary skill in the art at the time of invention to modify the above combination including the application includes a BREW/ JAVA agent in order to provide an application platform in the mobile communication system.

***Response to Amendments & Remarks***

IV. Applicant's arguments filed on 10/17/2007 have been fully considered but they are not persuasive.

***Relating to Claim 1:***

In comeback to Applicant's allegation, that "McBride actually teaches away from a restore interface McBride simply teaches, "to restore a file .... the user simply inserts the mirror disk into the removable media drive selects the highest numerical revision of the file...The file can be simply copied back to the source folder or other folder and/or drive for immediate use."

[McBride, col. 12, lines 10-15] McBride also teaches, "an advantage of the present invention over conventional backup utilities is that a *separate*, restore operation is not necessary to restore the most recent version of a file." [McBride; col. 12, lines 1-3] Therefore, McBride specifically teaches his invention overcomes the need for a separate restore operation since restore is possible by inserting a disk into a removable media drive. If McBride overcomes the need for a separate restore application, then McBride cannot be properly combined with a reference that teaches a separate restore application."

In response, in further review of **McBride** invention, examiner finds that although **McBride** restoring the data in a different way, hence, this is a proper approach to bring another reference to teach the restoring part by the manner as applicant claiming.

In this case, McBride clearly discloses "providing the web-phone (336) and the pager (338) may be in electronic communication wirelessly with a distinct telecommunications network (342) for use with cellular telephones and/or pagers. The communications channels as shown, via the communications networks (342, 340), may be used to send and receive data to accomplish the mirroring of data according to the principles of the present invention."

(McBride, Col.14; lines 31-35, Col.15; 63-Col.16; 3 and Abstract), the only omitted part from McBride is the restoring the data in a different way, however in view of the fact, the utilizing of Jewel (US provisional 60526610) is for teaching the technique of, a data backup system for

backing up a data file from a workstation having a workstation processor and an input device to a server having a server processor and a database over a communication network. (see Jewel (abstract and Page. 2 lines 16-19) accordingly, it would be desirable to combine the above two references. Also applicant argues that Jewel doesn't disclose "a telephone or a wireless telephone," since the Jewel is combinable as based on above explanation to teaching only the restoring part, but not the "telephone", therefore the Jewel still teaches the claimed invention, at the same time as in support; "*the examiner must give the broadest reasonable interpretation to all claims presented.*" As stated in MPEP § 2111 - § 2111.01. Hence, it is believed that ***the above combination still teaches the claimed limitations.***

The above arguments also recites for the claims 20, 52, 82, 92-93, consequently the response is the same explanation as set forth above with regard to claim 1.

Because the remaining claims depend directly/indirectly, from one of the independent claims discussed above, consequently the response is the same explanation as set forth above.

With the intention of that explanation, it is believed and as enlighten above, the refutation are sustained.

### ***Conclusion***

V. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Sharad Rampuria whose telephone number is (571) 272-7870. The examiner can normally be reached on M-F. (8:30-5 EST).

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, George Eng can be reached on (571) 272-7495. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000 or

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Art Unit 2617